





WHOLESALE F.I.T RATE AGREEMENT 2024
Relax Tours

Ms. Malisa
Contract Manager
Relax Tours

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Agreement" is entered into effect as of **01 Jan 2025,** by **HOTEL** represented by **MILLENNIUM MAKKAH AL NASEEM, SAUDI ARABIA** and **OPERATOR**, represented by **Relax Tours** and outlines specific conditions and services to be provided. **The below agreement is valid from date of signing until Dec 31, 2025.**

The following are our expectations of **Relax Tours** in order to receive the Contracted Rates from **MILLENNIUM MAKKAH AL NASEEM**:

- This Agreement is subject to a minimum of **500 room nights** for rest of the year 2025 that needs to materialize at MILLENNIUM MAKKAH AL NASEEM by the **OPERATOR** and your acknowledgement that **MILLENNIUM MAKKAH AL NASEEM** have the right to re-negotiate rates (at three months from start date of agreement) if room night volume commitments are not reached.
- Rates are confidential and cannot be promoted or sold on the internet or otherwise (including 3rd party websites) unless "'packaged' with other elements.
- **Room Availability:** These contracted rates ONLY apply to the room types contracted within the agreement. For room request outside the agreement, the hotel reserves the right to offer the **BAR (Best Available RATES) according to the requested date.**

Best Available Rate: Our Best Available Rates are the best rate that the public would expect to receive at our hotel. These rates are available on our homepage www.millenniumhotels.com and subject to change without notice.

01 Jan 2025 - 31 December 2025	
Room Categories	**Single/Double**
Standard Single / Double Room	160
Standard Triple Room	180
Standard Quad Room	210
Junior Suite – 1 or 2 adult	250
Junior Suite Quad	325
Executive Suite 1 or 2 adult	300

Room Categories	01 March – 19 March 2025	20 March – 31 March 2025
Standard Single / Double Room	350	500
Standard Triple Room	400	600
Standard Quad Room	450	700
Junior Suite – 1 or 2 adult	500	1100
Junior Suite Quad	650	1300
Executive Suite 1 or 2 adult	600	1200

IMPORTANT:

- Rates are in quoted in Saudi Riyals "SAR"
- Above rates are **Inclusive to 5% Municipality fee + 15% VAT** as per the direction of General Authority of Zakat and Tax.
- The Hotel reserves the right at any time to amend the rates to reflect any changes in government service and fees, or to comply with any new government regulations. Government taxes are subject to change by the







Government of Kingdom of Saudi Arabia with or without prior notice and Company/Purchaser will bear all tax increments, should there be any amendments.

- Any rate parity issues should be addressed by the second party.A penalty charge of BAR will be imposed per night basis and an official written warning will be issued to the second party. If such actions are repeated, the hotel reserves the right to terminate the agreement immediately.

CONTRACT AGREEMENT POLICY / RESTRICTIONS:

- This agreement overrides any other rates/ offers/ discounts send during this period and it will become null and void
- Rate are non-commissionable.
- Rates are inclusive of 5% Municipality fee + 15% VAT.
- Rates are applicable to transient F.I.T travelers only and not applicable for group bookings (above 9 rooms).
- All reservations and rates will be confirmed and honored by both parties as per the contracted or revised offers and will not be subject to dispute based on rooming list errors.
- No changes of names are allowed. In case, each name changed will be considered as a **BOOKING CANCELLATION,** new names will be considered as new reservation and is subject to the hotel's availability and discretion.
- Should these rates be used for other than Leisure travel, the hotel has the right to cancel the reservation and charges the **BAR (Best Available RATES)** and hotel has the right to cancel the agreement with immediate effect.
- Contracted B2B rates MUST NOT be displayed on any Travel Portal (B2C Channels) or any Online Travel Agencies (OTA's). These rates are meant to be packaged and not to be sold directly to end users as naked rates. Failure to do so, the hotel reserves the right to cancel this agreement with immediate effect.
- **These rates are subject to mark up of 18% off** as a minimum selling rate, failing to do which, the hotel reserves the right to cancel the agreement with immediate effect.
- **STOP SALE –** the hotel has the right to send the **STOP SALE** at any time with local 24hrs notice and the stop sale is applicable to the **ALLOCATIONS** as well as **FREE SALE.**
- Buffet Breakfast / Lunch / Dinner is served at our All-Day Dinning Restaurant
- Group rates for minimum of 10 paying rooms and above are negotiable on ad hoc basis.
- Guest must check in with a voucher or confirmation slip unless advised by the Tour Operator in writing.

MEAL RATES SUPLLEMENT			
Meal Plan	**Adult (12 Yrs. And above)**	**Child (6 Yrs. To 11 Yrs.)**	**Infant (0 Yrs. To 5 Yrs.)**
Buffet Breakfast	SAR 45/- Per person	50 % OFF	Complimentary
Lunch or Dinner	SAR 65/- Per person	50 % OFF	Complimentary
Lunch and Dinner	SAR 65/- Per person	50 % OFF	Complimentary

Maximum Occupancy

- The Maximum occupancy in each room is to be determined by the size of the room and number of beds available in the room, as well as the possibility of adding additional bedding, i.e. an extra bed or sofa bed.
- All room types in the hotel can accommodate guests as follows:
  - 2 Adults + 1 Child (6-11 years old).
  - 3 Adults (3rd adult will be with an extra bed charge).
  - 2 adults+ 1 Child + 1 Infant.
- Any Suite may add additional occupants as per the above per room. For example a 1 bedroom suite will have the same maximum occupancy.

Child Policy

- Maximum of 01 child up to 06 years old sharing room will be free of charge under **parent's meal plan booked.**
- Maximum of 02 children up to 11 years old stay for free when sharing parent's room using the existing beds.
- Baby cot will be offered on complimentary basis (Subject to availability).
- Meals ordered for children from the A La Carte menu will be charged at the published meal rates.
- Above Family Plan is applicable for immediate members of the family only and not accompanying children.
- Children above 11 years old will be treated as adults when sharing parent's room, therefore one adult and one child above 11 years old is considered double occupancy.

Extra Bed Charges

- Extra bed charges are per bed per night

	Adult	**Child (6 -12 yrs. old)**
BB Basis	SAR 85	SAR 100

RO Basis	SAR 50

- Rates are Inclusive of 5% Municipality fee + 15% VAT.

Availability, and Release

- Open availability with a 24-hour release period, subjected to Stop Sell

Blackout Dates.

HAJJ SEASON – 22 May 2025 – 12 June 2025 or any season informed by hotel

1. **Confidentiality**
   This Agreement and its contents are strictly confidential and must not be disclosed to any third parties. To protect this confidentiality, the hotel will not disclose the rates to guests and will invoice the **OPERATOR** directly.

2. **Quarterly Review**
   The quarterly review will give you a complete picture of the number of room nights utilized compared to room night volume committed as well as discuss any challenges or concerns that you as a Tour Operator may have in order for us to improve our services to you.

3. **Check-In / Check-Out Policy**

   - Hotel check-in time is 04:00pm. Guests arriving between 9:00am and 02:00pm can be accommodated subject to availability without additional charge.
   - Arrivals before 09:00 am will be held and charged from the previous night.
   - Hotel check-out time is 12:00 noon. Check-out can be extended to 2 PM without charges subject to availability, Rooms used from 02.00 p.m. to 6.00 p.m. on the day of departure will be charged 50% of the contracted rate. Rooms occupied beyond 06:00 pm will be charged at the full contracted rate.
   - For early check-in or late check-out that is paid by the hotel guest and not covered by the Tour Operator's voucher, the Best Available Rate of the day will be applicable and paid directly by the guest securing rate confidentiality.

4. **Brochure**
   OPERATOR will feature the Hotel in its tour program (s) and brochure(s) as a Deluxe hotel. Prior approval/ confirmation from the hotel should be received before printing such brochure. Sample copies of such collaterals must be made available to the Hotel.

5. **Guarantee Policy**
   All reservations must be guaranteed with a valid credit card or cash deposit. The hotel reserves the right to release non-guaranteed reservations at any time with notification given to the Tour Operator.

6. **Cancellation Policy**

   - Cancelling your reservation before 2:00 PM (local hotel time) one day prior to the arrival will result in no charge. Cancelling your reservation after 2:00 PM (local hotel time) one day prior to the arrival, will result in a charge of 1 night per room.

   - All cancellation notifications must be communicated in writing via email/fax to the attention of Reservations Sales Office
     +966 12 550 9700 or via e-mail at H1108.sales@millenniumhotels.com

7. **No-Show and Early Departure Policy**
   - Full night should be charged.

8. **Payment Policy**
   - If the reservation is not guaranteed with credit card or advance cash deposit the booking will be automatically released 24 hours prior to arrival.
   - Unless prior credit arrangements have been made with the Hotel, MILLENNIUM MAKKAH AL NASEEM requires full pre-payment for all reservations at least 7 days prior to arrival.
   - For guest (s) whose extra charges (mini-bar, visa applications, telephone, VAT charges etc.) are not covered by the Company, a credit card imprint or pre-payment upon check-in will be requested from the guest.
   - Should your company wish to settle guest (s) account, a credit application form should be completed and approved by MILLENNIUM MAKKAH AL NASEEM credit department. Please ignore if a credit application has







already been approved by GMST.
- In the event of credit being approved and established, the company is requested to send a written confirmation.
- Where credit facilities with MILLENNIUM MAKKAH AL NASEEM have **NOT** been established, all room charges and any additional service expenditure incurred by the guest (s) are to be settled directly by the guests or Company on cash or credit card basis prior to guest check-out.

9. Termination

Either party may terminate this agreement prior to the expiration of the terms of this agreement by delivering to the other party a 30
days written notice. After a three-month period of time, if room volumes are below expectation, **MILLENNIUM MAKKAH AL NASEEM** and the **OPERATOR** agree to performance a review meeting to discuss room production and to identify subsequent action agreeable to both parties.

10. Governing Law and Disputes

This Agreement is governed by and construed in accordance with the laws of the Kingdom of Saudi Arabia for the time being in force and the parties agree to submit any dispute arising between the parties under this Agreement to arbitration in accordance with the laws of the Kingdom of Saudi Arabia, Office of the Judiciary applicable at the time of submission of the dispute to arbitration and the conduct of the arbitration thereof shall be under the auspices of the Kingdom of Saudi Arabia laws. [OR ADAPTED TO THE LOCATION OF THE PROPERTY]

11. Breach of Contract

If **the OPERATOR** breaches any of the provisions of this Agreement, and fails to promptly cure such breach, then MILLENNIUM MAKKAH AL NASSEM may refuse to confirm any reservations from the **OPERATOR** and terminate this Agreement immediately without any written notice.

12. Assignment

Company may not assign or sub-contract this agreement to any other person or entity. This agreement does not create a partnership or agency relationship between or among the parties

13. Acceptance

By signing and returning the enclosed copy of this agreement and initialing each page by **Dec15th, 2024** we can then have your special contracted rates loaded in our systems. Once the signed agreement is received, it will constitute a binding agreement between both parties. Please keep a copy of this agreement for your records. In the event a fully-signed original of this agreement is not received, the agreement is subject to re-negotiation

MILLENNIUM MAKKAH AL NASEEM **Relax Tours**







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Sadek Eqbal
Commercial Head

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Malisa
Contract Manager

Noted By

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العنوان. الطريق الدائري الثالث، بجوار مسجد عائشة الراجحي، ص.ب ٢٤٢٤٥، المملكة العربيه السعودية
هاتف. ٩٧٠٠ ٥٥٠ ١٢ ٩٦٦ + | **فاكس.** ٩٧٩٩ ٥٥٠ ١٢ ٩٦٦ + | **البريد الالكتروني.** Info.mamd@millenniumhotels.com
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